



Apple Pay

Guide to adding your card to Apple Wallet

Kent Bank

Adding your card to Apple Wallet

Apple Pay is the simpler, safer way to pay with your KentBank cards – right from your iPhone and Apple Watch. There are four ways to add a card:

1

Adding a card from the KentPro app

THE QUICKEST WAY

2

Verifying a card added in Apple Wallet via the KentPro app

FINISH IN THE APP

3

Adding a card directly from Apple Wallet

STRAIGHT FROM WALLET

4

Verification without a mobile banking service via call centre

VERIFY BY PHONE

Adding a card from the KentPro app

The fastest way to add a card. Because you're already signed in, there's no extra verification – your card is ready to pay right away.

THE QUICKEST WAY

IPHONE · APPLE
WATCH

Before you begin: an activated KentPro app and an active card. You'll find the option on the **Cards** screen. It also appears on the Apple Pay banner on the **Accounts** screen, and on the Apple Pay promotional screen after updating and signing in to the app.

- 1 Sign in to KentPro, open the **Cards** screen and select a card. Below the card tap **Add to Apple Wallet** (Add to iPhone or Add to Apple Watch, depending on the device).
- 2 Authorise with Face ID or by entering your PIN on the **Enter PIN** screen.
- 3 The **Adding card to Apple Wallet** screen is shown while the card is prepared, then adding to Apple Pay begins.
- 4 On the Apple Pay screens, follow the steps shown and accept the **Terms and Conditions**.
- 5 KentPro then shows the confirmation **Your card has been added to Apple Wallet**. Tap **OK**.
- 6 In the app the **Add to Apple Wallet** button changes to **Pay with Apple Pay**. Your card becomes active in Apple Wallet and is ready to pay with Apple Pay.
- 7 Anytime, open the **Cards** screen in KentPro to check a card's Apple Pay status.

Verifying a card added in Apple Wallet

If you add your card directly in Apple Wallet (by scanning it or entering the details manually), additional verification is required. Complete it in the KentPro app.

IN-APP VERIFICATION

ACTIVATE CARD

Before you begin: your card is already in Apple Wallet and pending verification.

- 1 Apple Wallet offers two ways to verify – by call, or in the KentPro app. Choose **KentPro**.
- 2 Open the KentPro app and sign in.
- 3 Open the **Cards** screen and select the card pending verification.
- 4 Select **Activate card**. If activation is pending on both devices at the same time, both options are shown: **Activate card – iPhone** or **Activate card – Apple Watch**.
- 5 Confirm with Face ID or your PIN.
- 6 You'll see **Card activated** – your card in Apple Wallet becomes active and is ready to pay with Apple Pay.
- 7 Anytime, open the **Cards** screen in KentPro to check a card's Apple Pay status.

Adding a card directly from Apple Wallet

If KentPro is activated on your iPhone, you can add your KentBank cards directly from Apple Wallet. Open Apple Wallet, tap Add Card, select KentPro under From Apps on Your iPhone, then follow the instructions on the screen.

STRAIGHT FROM
WALLET

FROM APPS ON YOUR
IPHONE

Before you begin: the KentPro app must be installed and **activated** (mobile banking and/or mobile token), and access to Apple Wallet must be allowed. If the app isn't activated, KentPro won't appear in Apple Wallet.

- 1 The first time, the **Enable quick card adding** screen appears – tap **Enable**. (With **Maybe later** you can enable it afterwards.)
- 2 Open Apple Wallet and tap **Add Card**. On the **Add to Wallet** screen, KentPro is listed under **From Apps on Your iPhone**.
- 3 Select **KentPro** to continue adding your card.
- 4 Confirm with **Face ID** or your PIN on the **Enter PIN** screen.
- 5 After successful authorisation, select the card you want to add.
- 6 Follow the instructions on the screen and accept the **Terms and Conditions**. Once the process is complete, your card becomes active in Apple Wallet and ready to use with Apple Pay.
- 7 Anytime, open the **Cards** screen in KentPro to check a card's Apple Pay status.

Verification via the call centre

You can add a KentBank card to Apple Wallet without mobile banking. When verification is needed, Apple Wallet offers two options: activate KentPro for instant in-app verification, or call the KentBank call centre – the choice is yours.

VERIFY BY PHONE

APP OR CALL CENTRE

Before you begin: an active KentBank card added in Apple Wallet. The card is in the Verification Required state.

- 1 Open Apple Wallet, tap **Add Card → Debit or Credit Card** and add the card. The card enters the **Verification Required** state.
- 2 On the **Card Verification** screen, two options are shown: **KentBank d.d. App (KentPro)** and **Call KentBank d.d.** (+385 1 498 1900).
- 3 Choose **KentPro** to install the app from the App Store and verify in-app (see Process 2).
- 4 If you don't use the KentPro mobile banking service, choose **Call KentBank d.d.** to call the call centre. The agent will confirm your identity.
- 5 Once confirmed, the agent activates your card for Apple Pay.
- 6 Return to Apple Wallet – the card becomes active and ready to pay. (Verification can be postponed with **Complete Verification Later.**)
- 7 The card is active in Apple Wallet and ready to pay; if you install KentPro, you can also check its status on the **Cards** screen.

Removing a card from Apple Wallet

You remove a card only from Apple Wallet, on the device where it was added – not from the KentPro app. If the card is on more than one device, remove it from each device separately.

FROM APPLE WALLET

PER DEVICE

Note: removing a card only removes it from Apple Pay on that device. Your physical card and KentBank account are unaffected, and you can add the card again anytime.

- 1 On the device where the card is added, open Apple Wallet and tap the card.
- 2 Tap the **More (…)** button in the top corner to open the card's details.
- 3 Scroll to the bottom and tap **Remove This Card**.
- 4 Confirm – the card is removed from Apple Pay on that device.
- 5 If the card is also on Apple Watch, remove it there too (**Watch app** → Wallet & Apple Pay, or Wallet on the watch).
- 6 Repeat on every device where you added the card.

KENTPRO · APPLE PAY